

IT Professional Technical Services Master Contract Program T#: 902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota Pollution Control Agency

Project Title: EDMS Staff Assistance and Augmentation

Service Categories: Business Analyst; Architecture Planning and Assessment – Business and Information/Data; Project Management; and, Modeling Business and Process.

Business Need

The Minnesota Pollution Control Agency (MPCA) is seeking Professional/Technical Services to provide staff assistance in conducting business analysis, project planning, implementation and management of its enterprise electronic document management system (EDMS) including the selected software, OnBase. OnBase serves as the tool by which the MPCA manages an electronic recordkeeping system. OnBase was obtained to support the MPCA's strategic objective of a well-run organization and contributes to well-organized information regarding land, water and air conditions.

The MPCA identified the need for an EDMS that included replacing paper documents and developing workflows to improve organizational efficiencies. OnBase was selected in 2005 and implementation has been underway since then. Considerable business analysis is conducted before proceeding to convert each program area paper files to an electronic set of documents and developing the corresponding workflow designs. In addition, user training, workflow process testing and legacy system integration must also be completed before each project is considered completed. Due to resource shortages, the MPCA will not meet its overall project target of 60 percent of its records being converted by January of 2011.

The contract vendor will assist and mentor MPCA staff in implementing OnBase across the entire System. Contracted resource will work with key MPCA staff to perform the following tasks:

- complete enterprise EDMS business/needs analysis (requirements document for assigned program areas);
- develop processes and workflows for assigned business units;
- complete document inventory for assigned business units;
- establish document categories for program documents;
- establish metadata guidelines for all document categories;
- develop and test workflows prior to implementation; and,
- train users.

Project Deliverables

The resulting solutions will address document storage and retrieval, and workflow. Solutions may include electronic forms and templates, electronic authorizations, auditing, distributed scanning, information security, and Web interfaces.

Specific deliverables required

- E-application development. This project is in an early phase. Records capture, document security, and workflow are expected outcomes. There are other factors that are unknown at this time that will influence the expected outcome.
- Environmental Review business analysis, document conversion and workflow design.
- Human Resources workflow design, user training, legacy database integration.
- Underground Storage Tank program business analysis and workflow design.
- Feedlot program business analysis, document conversion and workflow design.
- Implementation of an organizational distributed scan and index function.
- Expanding OnBase functionality to enhance current operations based on program customer expressed needs.

Project Milestones and Schedule

- The project start date is expected to be around November 1, 2010.
- The project end date is expected to be June 30, 2012.

Project Environment (State Resources)

- The EDMS team consists of 4 FTE: 1 System Administrator, 1 Business Analyst, 1 Records Manager and 1 Business Analyst/Systems Developer. Elements of OnBase are supported by the IT Department. The Records Management Unit is also a critical partner in the implementation of OnBase.
- The MPCA uses ORACLE for file/print services.
- The MPCA uses Microsoft Office Suite products.
- The MPCA uses OnBase for records and document management.

Agency Project Requirements

- The MPCA wishes to maximize and leverage its investment in OnBase.
- Hardware and software needs will be determined as part of the analysis and evaluation tasks.
- Most MPCA systems operate from a central location; however, users reside in one of 8 (eight) offices.

Responsibilities Expected of the Selected Vendor

The vendor will be expected to provide staffing as necessary for project management, business process design, change management and documentation. The vendor will provide a detailed project plan in the first quarter of the project. Specific skill categories are listed below. Vendor staff will be expected to make recommendations for decisions as required. Vendor staff will also be expected to provide knowledge transfer to MPCA staff. MPCA staff are expected to assume responsibility for ongoing support of the EDMS system over the life of this contract.

Required Skills (Vendors must have these qualifications to respond.)

- Three years proven experience with OnBase document management software sufficient to evaluate and create complicated workflows related to documents.
- Three years business design experience.
- Three years experience in project management, business analysis and web application (.NET) in projects of a similar nature (electronic documents, workflow, document storage and retrieval, document security and auditing).
- Three years experience with document scanning process hardware and software.

Desired Skills

- The ability to be discrete and diplomatic regarding privileged information
- Patience and the ability to be encouraging are needed.
- Effective interpersonal relationship skills.
- High attention to detail.
- Outstanding oral communication skills sufficient to communicate effectively with both technical and user level staff.
- Familiarity with IT services and architecture
- Familiarity with environmental government taxonomies and processes
- Certified Records Manager

Process Schedule

- Deadline for Questions 10/8/2010, 2:00 pm CDT
- Posted Response to Questions 10/8/2010, 4:00 pm CDT
- Proposals due 10/13/2010, 2:00 pm CDT
- Anticipated proposal evaluation begins 10/14/2010
- Anticipated proposal evaluation & decision 10/18/2010, 3:00 pm CDT
- **Key deliverable dates:** Specific due dates will be negotiated between selected Responder and MPCA.

All proposals and required forms (see below for required forms) must be delivered electronically to contracts.pca@state.mn.us by the proposal deadline. Late responses will not be considered. Budget and rate sheets should not be included within the proposed workplan and must be attached separately to the email.

All costs incurred in responding to this Statement of Work will be borne by the responder. This work order request does not obligate the state to award a work order or complete this assignment, and the state and MPCA reserve the right to cancel the solicitation if it is considered to be in their best interest.

Responses submitted to the MPCA must include a cover letter containing:

1. Project Title: **“EDMS Staff Assistant”**
2. The name of the person submitting the response
3. Their email address
4. Their phone number
5. Name and address of their company

Required forms to be returned or additional provisions that must be included in proposal:

- a) Affirmative Action Certificate of Compliance
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Immigration Status Certification
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- d) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- e) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- g) Agency Conflict of Interest Form which is incorporated into this Statement of Work

Questions

Any questions regarding this Statement of Work should be submitted via e-mail to contracts.pca@state.mn.us by October 8, 2010, at 2:00 pm CDT.

Questions and answers may be posted on the Office of Enterprise Technology website at www.oet.state.mn.us, by 4:00 pm CDT on October 8, 2010.

SOW Evaluation Process

All responses must be received via email by the due date and time and will be evaluated according to the evaluation process detailed below. Information on the content, format and submittal requirements is provided in the next section.

Step 1: Pass/Fail criteria. Review responses to ensure proposals are delivered in a timely manner and contain required forms.

Step 2: Evaluation will be performed on resume(s) according to the following scoring criteria:

- Experience and knowledge of project management, business analysis, and work flow design-a maximum of 30 points may be awarded;
- Desired skills as listed in resume-OnBase experience and knowledge, EDMS software and hardware-a maximum of 25 points may be awarded;
- Thoroughness of three references-a maximum of 5 points may be awarded; and,
- Cost-a maximum of 40 points may be awarded.

Resumes: Resumes must contain name of the candidate(s) proposed for this Statement of Work. The resume must contain specific education and work experience (company name, dates of employment and duties performed) that specifically correspond with the skills listed above. Resumes must be submitted with the response. Information contained in the resume must be complete enough so that reviewers are able to determine if the candidate(s) sufficiently meet(s) the qualifications required and/or desired.

Staff Name SOW Classification	Project Role	Years of Experience	Skills and experience to support proposed work plan.

Please provide the information above in the proposal along with required resume(s).

References: Responses must include at least three references, preferably including government and/or public sector references for each resume attached. The list of references must include the name and phone number of each reference.

Cost: Responses must include the proposed candidate's hourly rate.

All requirements must be met and all required skills listed and identified or your submission may be deemed nonresponsive and receive no further consideration.

Step 2: Responses reviewed by the MPCA Selection Committee will be scored and the three top-scoring vendors will be interviewed by the selection committee as part of the final selection process.

- The interviews will be held at the Minnesota Pollution Control Agency, 520 Lafayette Rd, St. Paul, Minnesota. Notice of invitation for an interview will be given as soon as practical after the evaluation of responses.
- The interviewees will be responsible for all their costs related to the interview, for example: travel, lodging, parking, and meals.
- Interviewees will be expected to demonstrate and describe their qualifications in fulfilling the requirements described in “**Responsibilities Expected of Selected Vendor**”.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division (MMD), which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Laws of Minnesota, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a, eligible certified veteran-owned businesses, with their principal place of business in Minnesota and Center for Veteran Enterprises verified (CVE Verified) by United State Department of Veterans Affairs, will receive up to a 6 percent preference in the evaluation of their proposal.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses include certified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Laws of Minnesota, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a).

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses must be **currently** certified by the U.S. Department of Veterans Affairs (in accordance with Public Law

109-461 and Code of Federal Regulations, title 38, part 74) prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses should complete and **sign** the **Veteran-Owned/Service Disabled Veteran-Owned Preference Form** in this solicitation. Only eligible, certified, veteran-owned/service disabled small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

ATTACHMENT A



Minnesota
Pollution
Control
Agency

Proposer Conflict of Interest Disclosure Form

Proposer's Name _____

Statement of Work (SOW) Title _____

The purpose of this form is to give proposers an opportunity to disclose any individual or organizational conflicts of interest, or potential for conflicts of interest that exist. The proposer is not required to explain the reason for the conflict, however it is helpful. ***A disclosure does not automatically result in the grant application being removed from the review process.*** Please read the descriptions below and mark the appropriate boxes that pertain to you and your organization for this SOW.

CONFLICTS OF INTEREST

A conflict of interest occurs when someone in a position of trust has competing professional and personal interests and these competing interests make it difficult to fulfill their professional duties impartially. A conflict of interest exists even if no unethical or improper act results from it. Conflicts of interest may be ***actual*** or ***perceived***. An actual conflict of interest occurs when a decision or action would be compromised without taking immediate appropriate action to eliminate the conflict. A perceived conflict of interest is any situation in which a reasonable person would conclude that conflicting duties or loyalties exists.

I. Individual Conflicts of Interest

An individual conflict of interest occurs when any of the following conditions is present:

- (a) A proposer uses his/her status to obtain special advantage, benefit, or access to the Minnesota Pollution Control Agency's (MPCA's) time, services, facilities, equipment, supplies, prestige, or influence.
- (b) A proposer receives or accepts money or anything else of value from another state grantee or grant applicant or has equity or a financial interest in or partial or whole ownership of a competing applicant organization.
- (c) A proposer is an employee or board member of the MPCA or is an immediate family member of an employee or board member of the MPCA.

Instances in which the applicant worked in a volunteer capacity for the MPCA should be evaluated on a case by case basis. Volunteer status has the potential to, but does not necessarily create a conflict of interest, depending on the nature of the relationship between the two parties.

I certify that I have read and understand the description of individual conflict of interest above and (*check one of the following two boxes*):

- ☐ I. A. Based on the criteria and description above, I do not have any conflicts of interest.
- ☐ I. B. Based on the criteria and description above, I have an actual or potential conflict of interest, or the appearance of a conflict of interest, which I am listing immediately below.

Name/Relationship and/or Description of the Conflict of Interest (*attach additional page if needed*):

II. Organizational Conflicts Of Interest

An organizational conflict of interest occurs when: a proposer is unable or potentially unable to render impartial assistance or advice to the State due to competing duties or loyalties; a proposer's objectivity in carrying out the contract is or might be otherwise impaired due to competing duties or loyalties; or a proposer has an unfair competitive advantage through being furnished unauthorized proprietary information or source selection information that is not available to all competitors/applicants.

All applicants must provide a list of all entities with which it has relationships that creates, or appears to create, a conflict of interest with the work that is contemplated in this SOW. The list should indicate the name of the entity, the relationship and a description of the conflict.

I certify that I have read and understand the description of organizational conflict of interest above and (*check one of the following two boxes*):

- ☐ II. A. Based on the criteria and description above, I do not have any conflicts of interest.
- ☐ II. B. Based on the criteria and description above, I have an actual or potential conflict of interest, or the appearance of a conflict of interest, which I am listing immediately below.

Name/Relationship and/or Description of the Conflict of Interest (attach additional page if needed):

III. Certification

The proposer warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to individual or organizational conflicts of interest. The proposer agrees that if after award a conflict of interest is discovered, an immediate and full disclosure in writing shall be made to the MPCA which shall include a description of the action which the grantee has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the proposer was aware of an organizational conflict of interest prior to the award of their grant and did not disclose the conflict to the reviewer, the State may terminate the contract for default. The provisions of this clause shall be included in all subcontracts entered into by the proposer in performance of the duties under the contract.

Applicant's Authorized Representative's Printed Name:

Signature: _____ **Date:** _____

Please return your completed form to the program person who has been identified as the SOW contact. Thank you!

For MPCA Staff Use Only (*Initial as complete*):

I. A. ____ **I. B.** ____ **II. A.** ____ **II. B.** ____ **III.** ____ **Init.** ____ **Date:** ____